

India Monthly Report under the Information Technology
(Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021

Published on 15 July, 2021

FACEBOOK

Scope

The following report is published in accordance with Rule 4(1)(d) of the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021. The [first India Monthly Report](#), for the period 15 May-15 June, 2021 and published on 2 July, contained information on actions taken against violating content on Facebook and Instagram for content created by users in India and proactive detection rates.

This report contains information on grievances received from users in India via the grievance mechanisms of each service described below, and follows the first report for the same reporting period. However, note that prior to 20th May we did not categorize complaints according to the categories mentioned below, and the data is excluded from this report.

We expect to publish subsequent editions of the report with a lag of 30-45 days after the reporting period to allow sufficient time for data collection and validation. We will continue to bring more transparency to our work and include more information about our efforts in future reports.

Facebook and Instagram policies

We want Facebook and Instagram to be places where people have a voice. To create conditions where everyone feels comfortable expressing themselves, we must also protect their safety, privacy, dignity and authenticity. This is why we have the [Facebook Community Standards](#) and [Instagram Community Guidelines](#), which define what is and is not allowed in our community.

Facebook and Instagram share content policies. This means if content is considered violating on Facebook, it is also considered violating on Instagram.

Grievances from users in India

This part of the report captures grievances from users in India received via -

- the [contact form](#) published in the Help Center regarding violations of Facebook's [Terms of Service](#), Facebook's Community Standards, or questions about accounts;
- the [contact form](#) published in the Help Center regarding violations of Instagram's [Terms of Use](#), Instagram's Community Guidelines, or questions about accounts; and
- the common [physical mail address](#) published in the Help Center for both Facebook and Instagram.

The above mechanisms are open to all users in India in the respective Help Center pages and are also searchable via the Help Center search bar.

In this report, we report on the following data associated with the grievances from users in India:

1. Total number of reports received, broken down by reasons why they were reported

2. Total number of reports that we responded to
3. Reports where we provided appropriate tools to resolve the issues
4. Reports where further specialized review was required
5. Reports where we took some action against the reported content -
 - a. By actioned content, we mean removing the piece of content from Facebook or Instagram, covering photos or videos that may be disturbing to some audiences with a warning, or disabling accounts. When something on Facebook or Instagram is reported to us as violating local law, but doesn't go against our Community Standards, we may restrict the content's availability in the country where it is alleged to be illegal. This includes legal requests such as court orders.
6. Reports may have been reviewed but not actioned for several reasons, including -
 - a. The reported content does not violate any of our policies.
 - b. The reporter does not provide us enough information to locate the content or account which they are attempting to report.
 - c. The reported account or content does not violate our policies (or our policies do not allow us to take any action).
 - d. The reporter is writing to us to provide feedback regarding our services.
 - e. The reporter is writing to us regarding a dispute between themselves and a third party which Facebook is not in a position to arbitrate.
 - f. The reporter is writing to us regarding content which is not hosted on our platform.
 - g. The reporter is writing to us regarding content which they wish to see removed, but only providing the link to an entire profile or page, and we are unable to determine which specific content they are referring to.
 - h. The reporter is requiring assistance from us to access their account.

Facebook

Between 15th May and 15th June, we received 646 reports through the Indian grievance mechanism, and we responded to 100% of these 646 reports. The reports were received under the following categories.

Table 1: Reports received

Category	Number of reports
Fake profile that's pretending to be me	73
Content showing me in nudity/partial nudity or in a sexual act	36
Account has been hacked	198
Lost access to a page or group I used to manage	47
Bullying or Harassment	45
Request access to personal data	22
Inappropriate or Abusive Content	18
Report issue with how Facebook is processing my data	14
Content I appear in that I do not want displayed	19
Other issue	174
Total	646

Of these incoming reports, we provided tools for users to resolve their issues in 363 cases. These include pre-established channels to report content for specific violations, self-remediation flows where they can download their data, avenues to address account hacked issues etc.

Table 2: Reports where appropriate tools were provided

Category	Number of reports
Account has been hacked	198
Lost access to a page or group I used to manage	47
Bullying or Harassment	45
Request access to personal data	22
Inappropriate or Abusive Content	18
Report issue with how Facebook is processing my data	14
Content I appear in that I do not want displayed	19
Total	363

Of the other 297 reports where specialized review was needed, we reviewed content as per our policies (this includes 14 cases where our reviewers had determined that an issue was mis-categorized in the original report, and escalated the reports to specialized review). Of those, we took action on 47 pieces of content in total. The remaining 250 reports were reviewed but may not have been actioned due to the reasons explained above.

Instagram

Between 15th May and 15th June, we received 36 reports through the Indian grievance mechanism, and we responded to 100% of the 36 reports. The reports were received under the following categories.

Table 3: Reports received

Category	Number of reports
Content showing me in nudity/partial nudity or in a sexual act	25
Fake profile that's pretending to be me	1
Account has been hacked	7
Bullying or Harassment	2
Inappropriate or Abusive Content	1
Total	36

Of these incoming reports, we provided tools for users to resolve their issues in 10 cases. These include pre-established channels to report content for specific violations, self-remediation flows where they can download their data, avenues to address account hacked issues etc.

Table 4: Reports where appropriate tools were provided

Category	Number of reports
Account has been hacked	7
Bullying or Harassment	2
Inappropriate or Abusive Content	1
Total	10

Of the other 27 reports where specialized review was needed, we reviewed content as per our policies (this includes 1 case where our reviewers had determined that an issue was mis-categorized in the original report, and escalated the report to specialized review). We took action on 20 pieces of content in total. The remaining 7 reports were reviewed but may not have been actioned due to the reasons explained above.

Note:

- Reports in the above categories containing legal processes, including but not limited to court orders, court decisions, statutory declarations, or cease & desist letters, are escalated for legal review.
- Individuals identifying themselves as law enforcement are requested to submit their requests through the Law Enforcement Online Request System ([LEORS](#)), an online portal for law enforcement reporting wherein their identity may be verified.
- Reports from a government official or a court officer seeking to submit an order, notice or direction are escalated for legal review.
- In Intellectual Property infringement cases, we direct the reporter to the form on 'Reporting a Violation or Infringement of Your Rights'. The data on grievances received from users in India for this category is excluded from this report.
- In certain cases, reporters may include multiple URLs in their report. If an action is taken on any one of these URLs in a single report, the report will be listed as actioned.